



WE DELIVER FULFILLMENT

Go Direct is a Third-Party Logistics (3PL) company with locations in Mississauga ON, Calgary AB, and Columbus Ohio. We're a fast-growing, team- focused company that's seeking new talent to join us on our exciting journey.

We is committed to exceeding our customer expectations by identifying and developing opportunities that enhance our customer's supply chain strategies. Through experienced leadership, creative innovation, and state-of-the-art technology, we are committed to continuous operational improvement. Our business philosophy is based entirely on delivering the highest standards of quality service in the most efficient manner possible. We believe every order, every client, every customer, and every employee of Go Direct deserves fulfillment.

We are dedicated to helping our clients succeed. From our front-line team members on our service desk to our innovative engineering team, we are constantly working to support our customers' growth. We're always looking for great people, so if you're dedicated to your craft and thrive in a dynamic environment, join our Go Direct team.

ROLE: Second Shift Supervisor

Position Overview

The **Supervisor** is responsible for the front-line operation of the assigned work area. This includes ensuring that the employees under the supervisor's direction consistently meets service, quality, productivity, and health and safety targets. The supervisor collaborates closely with customer service and the Management Team on day-to-day operational performance targets, meeting all daily, weekly, and monthly schedules and ensuring all company policies and processes are followed.

What You Will Be Doing

- Overseeing the department, the supervisor will provide clear, concise communication to employees on operational policies and procedures, taking necessary action as required
- Plan, schedule, assign and direct work to the employees
- Produce and analyze production reports, act where necessary to meet internal compliance requirements
- Ensure customer service, quality, and safety standards are met in an efficient and innovative manner; partner with all departments to address issues, where needed
- Ensure a safe working environment in accordance with the Occupational Health and Safety Act and Company Health and Safety policies
- Communicates and coordinates with customer service to utilize labor efficiently to service our customers

- Ensure productivity targets are achieved
- Labor planning and allocation
- Champion change in a way that promotes and maintains high employee morale; strive for continuous improvements in all areas
- Manage team members coaching for growth and development; ensure department morale and engagement remains high
- Communicate daily to associates regarding production goals and company information
- Other duties as assigned

About You

- 1-5 years' relevant experience in the warehouse industry including supervisory experience
- Previous experience working with picking, packing, and shipping
- Ability to work in a deadline driven environment
- Result orientated, Delegation, Problem Solving, Planning, Process Management
- Ability to maintain speed and accuracy against established targets
- Computer literacy, working knowledge of MS Office applications
- Demonstrated leadership and communication skills a must
- Proficiency in written and spoken English
- Health and Safety knowledge and experience preferred
- Understanding of WMS and/ or experience in a RF environment Ability to lead and foster employee relationships. Individual should be willing to work in a fun, fast paced environment,
- High degree of proficiency MS Office Suite, Outlook, & Internet applications
- 1-3 years previous leadership/management experience in a warehouse/distribution/retail environment or equivalent; Team player, motivated, driven
- Excellent written and verbal communication skills, strong analytical skills, interpersonal skills and planning skills
- Excellent problem-solving ability, high sense of urgency
- Must have the ability to act independently and ability to work collaboratively within a team
- Ability to work in a fast-paced and deadline-oriented environment
- Self-motivated with critical attention to detail, deadlines, and reporting

What We Offer

- A culture that is both rich and diverse, focused on onboarding great talent
- A collaborative environment built on a foundation of Teamwork
- A coach committed to supporting the achievement of your personal career goals
- Health Care Benefits & Rewards Programs
- Competitive Compensation Program
- A culture that promotes a healthy, fulfilling work/life balance while offering long-term career opportunities

Equal Opportunity Employer

Go Direct is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

COVID-19 Precautions and Considerations

- In line with Health recommendations and risk assessments
 - Remote interview process available
 - In-person interview process available
 - Personal protective equipment provided or required
 - Social distancing guidelines in place
 - Virtual meetings
 - Sanitizing, disinfecting, or cleaning procedures in place
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To apply to this job, please submit your resume and a cover letter to Careers@godirectsolutions.com
Please ensure the job title you are applying for is in the subject line.

Thank you for your interest in working with us at Go Direct. If your application meets the criteria we will be in touch